RFP 10-39 Vendor Questions

Q1: Is this a brand new system that is going to replace existing Educator Licensing system? Or there is no automated system in place and this will be the first automated system for this task.

A1: Yes, this is a replacement to a current system.

Q2: Who will be the users of this system? Just IDOE staff? Indiana Teachers also? Will there be multiple roles like, Investigators, Clerks, Supervisor etc?

A2: Licensing advisors at the higher ed institutions and users at the school building level are not included in our staff of approximately 24. There are currently 44 higher ed institutions, each with a licensing advisor. There are 292 school corporations with multiple school buildings in each corporation. Exact number of individual buildings is likely between 1000 and 1500. A Licensing advisor approves the issuance of initial licenses, renewals, and professionalization of licenses for license holders that complete teacher ed coursework at the advisor's institution. Building administrators verify PD completed for license renewal by teachers in the administrator's building.

Q3: (2.4.3) Technology at IDOE: What are the reporting tools used at IDOE? Are they comfortable with Crystal Reports?

A3: SQL Server reporting services.

Q4: (2.4.6) What servers are they currently using Windows Server 2003 or Windows Server 2008 or both?

A4: Windows Server 2008.

Q5: Is there any interface/integration points of this new system with another system(s)?

- STN Application Center - generates the School Personnel Number (SPN)

- Public Web - educator license history is displayed on educator look up site

- Public convicted educator look up site

- Data Warehouse Integration

- Payment System

- NASDTEC clearinghouse

Q6: (2.4.8) RFP requires vendors to include redundancy plan. What is the acceptable downtime in case of hardware failure? Zero, one hour, one day?

A6: Zero.

Q7: (2.4.13) IT turnover process: How is the IT staff at IDOE, count, org structure, skill level? How many people are there? Do they know ASP.Net, C#, SQL 2008?

A7: Staff of 5 developers with experience in ASP.Net, C#, SQL 2008.

Q8: (2.4.23) IDOE School Personnel Number (SPN), is it integration item, is it currently in use with a historical system? What is the system that is generating this id? Who owns this system? Is the integration one way or two ways?

A8: Yes it is an integration item. It generates the SPN that the new system will have to use as a key; it is a one way integration.

Q9: (2.4.26) Ability to create new reports: does this mean that IDOE users should be able to design new reports by themselves?

A9: Yes.

Q10: (2.4.31) Data conversion services - Need more detail about this requirement. What is the current database platform? Oracle or SQL 2008? Is it a mix of both? How many years of historical data need to be converted to the new System? What is Oracle utilized for and what is SQL utilized for in the current system? Is there a preference for the new system, Oracle or SQL?

A10: Oracle. All historical data will need to be converted.

Q11: How do applicants pay for the application? If payment is accepted online, what will be the method of payment? Credit Card, Subscriber Account? Will the payment module be built from scratch or it will use Checkout service provided by Indiana Interactive?

A11: Applicants currently pay by cashier's check or money order (for a paper application), or by credit card online through Indiana Interactive for an online application. We want the new system to provide additional online payment options so we will accept proposals that utilize Indiana Interactive or a customized solution.

Q12: (2.4.34) Can we have an example of the electronic material that is linked to each applicant?

A12: Not at this time. But this could be electronic transcripts, experience verification, etc.

Q13: (2.4.53) National Association of State Directors of Teacher Education and Certification (NASDTEC) integration is one way or two way? Who manages the NASDTEC system?

A 13: Indiana reports educator license suspension and revocation data to the NASDTEC clearinghouse and we query the clearinghouse to find out if applicants for Indiana licensure have had licenses revoked or suspended in other states. We have the ability to pull data by SSN or teacher name. It is unknown whether NASDTEC manages the system or a vendor manages the system.

Q 14: (2.4.55) We need more information about IDOE's Online Payment application. Is this similar to Indiana Interactive Checkout service?

A 14: See response to Q11.

Q15: Is the RFP response to include price quotes (in addition to specifications) for hardware (servers and storage) and third-party software licenses (e.g., Oracle or SQL Server 2008)?

A15: No price quotes are necessary if proposal isn't a hosted solution.

Q16: Does the system need to supply its own authentication scheme for external users (teachers, school admins) or is there an existing directory for this purpose?

A16: Yes – they need to be able to go in and set up their own account.

Q17: What information will need to be imported from NASDTEC? How is this information to be provided to IDOE?

A17: See response to Q13.

Q18: Is there an existing system that has data that is required to be migrated into the new application?

A18: Yes.

Q19: How much data currently exists in the existing system that must be covered?

A19: 3GB and over 200 tables.

Q20: Is the vendor expected to include the optional renewal periods in the pricing

A20: Yes.

Q21: What system(s) exist today that support the requirements in the RFP? What deficiencies does this system have? Does the state require the current data be migrated to the new system?

A21: Yes a system already exists, it is out dated, we don't have the source code to make major modifications, all current data will be migrated.

Q22: Will all applicants be required to use the system or will they have the option to work with an IDOE staff member in the future to apply for licenses?

A22: Applicants will be encouraged to use the online system, but we continue to accept paper applications. IDOE staff will continue to manually review transcripts to determine license eligibility.

Q23: Describe the system roles needed by the IDOE?

A23: Licensing advisors at the higher ed institutions and users at the school building level are not included in our staff of approximately 24. There are currently 44 higher ed institutions, each with a licensing advisor. There are 292 school corporations with multiple school buildings in each corporation. Exact number of individual buildings is likely between 1000 and 1500. A Licensing advisor approves the issuance of initial licenses, renewals, and professionalization of licenses for license holders that complete teacher ed coursework at the advisor's institution. Building administrators verify PD completed for license renewal by teachers in the administrator's building.

Q24: When does the initial release of the application need to occur?

A24: System needs to be operational and in place by February 2011.

Q25: Do current guidelines exist that govern the user experience so as to determine "customer centric"?

A25: Yes.

Q26: Is there an approved list of hardware vendors for the state? Should the proposal include the pricing for the hardware?

A26: No hardware pricing is required.

Q27: Is there a specific format for training documentation? Is there a specific format for training documentation? Is the vendor expected to perform the training?

A27: Training for IDOE internal users must be onsite. Users at the higher ed institutions can be trained by webinar. A training module or video for applicants to review online prior to application would be desirable.

Q28: Are there defined guidelines for the applicant experience?

A28: Yes.

Q29: How many standard reports exist today?

A29: There 3 federal reports, but additional reports are determined by license type and content area. See Q 41 for additional information on license types.

Q30: Internal Package Solution; this would require us to understand how this happens in order to describe how this will be approached

Q30: No response – not sure of the question.

Q 31: The system should allow for multiple applications and maintain each application separately?

A31: Yes, applications are maintained separately, but multiple applications for the same educator should all be indexed or identified to that one educator's record.

Q32: Is this a replacement of an existing system? Will the new system interact/interface with the existing system? Will the new system hold all business rules?

A32: Yes, this is a replacement of an existing system. No, the new system will not interact with the existing system. Yes, the new system will hold all business rules.

Q33: List all systems (internal and external) that the new system should interface with

A33: See response to Q5.

Q34: What is the source of the data to be migrated? How much data and how many tables/files? Who is responsible for cleansing the data?

A34: Oracle tables. 3GB 200 tables. IDOE would be responsible for cleansing the data.

Q35: Business requirement 2.4.31 specifies Data Conversion Services. Can more detail be provided as far as what data conversion and the intent of this item?

A35: See response to Q10.

Q36: Architecture requirement 2.4.14 states that respondent is to provide any end user training documentation. Is end user training required as part of the proposal? Is training documentation required as part of the proposal?

A36: Training for IDOE internal users must be onsite. Users at the higher ed institutions can be trained by webinar. A training module or video for applicants to review online prior to application would be desirable.

Q37: Business requirement 2.4.22 states that IDOE would own source code if a custom solution is awarded. We have a suite of software which has benefited many clients, bringing consistent, high quality, tested functionality at minimum cost. We will provide at no charge the source code and a perpetual license for applicable standard components. Is there a vehicle for specifying and bidding proprietary software to be included in the solution, for example a security module?

A37: Submit a proposal through the normal process for review.

Q38: How many reports are to be delivered with the system? Does the state have a specific report tool to be used?

A38: There are 3 federal reports that are required and numerous ad hoc reports that are requested on a daily basis. SQL Server reporting services.

Q39: The following questions reference online payment. Will reconciliation be handled manually? Will there be any interface with accounting; if so, please describe? Will refunds be handled manually? Will online payment be xml web service based?

A39: We will entertain all proposed solutions for online payments.

Q40: Are all business rules already implemented and accessible by the new application? Do we have to collect, document, and rewrite the business rules? How many total business rules?

A40: They will need to be reviewed but have largely been written.

Q41: How many different types of licenses will be supported by the new application?

A41: It is impossible to determine an exact number because it depends on what the vendor means by "different types." Over many years there have been 6 discrete sets of regulations that govern teacher preparation and licensure. Under each of the 6 sets of rules the DOE has issued (and still supports) 5-7 types of licenses (instructional, school service personnel, administrative, substitute, emergency, transition to teaching, and in the future, sign language interpreter permits) that can be issued in approximately 20-30 content (subject) areas. Some are called "permits" and some are "licenses." Both can carry multiple content areas. Within the instructional license category we issue licenses for   5-7 different school settings and grade level combinations. Within the administrative license type we issue building level and district level licenses. We issue licenses for different time periods based on training and experience: 1 year, 2 years, 3 years, 5 years, 10 years. We still support licenses issued for "life" under the early sets of licensing regulations. For all license types we have different actions that are processed: initial licenses, renewals, conversions, professionalization, additions, name changes, degree changes, and duplicates. The licensing terminology is not consistent across the 6 sets of licensing rules, so the rules under which a license was originally issued govern the lexicon for that license in perpetuity.

Q42: How many total internal users use the application?

A42: There are approximately 24 internal users. There are also 44 license advisors at higher ed institutions who use the current online TOLS system to make licensing recommendations for their program completers.

Q43: Architecture requirement 2.4.5 states that the vendor solution should include the Voluntary Product Accessibility Template (VPAT) or the Assistive Technology Compliance Form. The VPAT assists buyers in making preliminary assessments of products and services with features that support accessibility. Recognizing the need for Section 508 compliance, does the VPAT apply to a custom developed solution? If so, how and when should the VPAT be used?

A43: Yes, it should be used for all views of the new solution.

Q44: Business requirement 2.4.43 refers to the Criminal History Review step process. Can more detail be provided as to what this is?

A44: When an applicant discloses a conviction or other legal licensure issue, the application is flagged and a separate review process is triggered. At the end of the review an applicant may be manually approved to receive a license.

Q45: Business requirement 2.4.48 says that the system must meet and state the IDOE security requirement. Please provide a copy of the security requirement or a reference as to where it can be found.

A45: IDOE adheres to best practices and industry standards for our security standards.

Q46: Will the online application be standalone or part of an existing Web Site? What are the requirements related to content for the online system or is it just the applicant data collection process?

A46: One system that is web based.

Q47: Do you have a detailed requirements document completed? If so, who performed it? Are they eligible to bid?

A47: Yes, IDOE completed the requirements document internally.

Q48: How was the cost of $800K determined? Is it inclusive of development, software, hardware, 2 yrs maintenance, license, etc.?

A48: Budget determined the number. Review section 2.5 of the RFP. It is all-inclusive.

Q49: Do you have a budget already secured and approved or do you have to get it approved?

A49: It is approved.

Q50: Our company is a certified woman-owned business, however not certified in Indiana. Will any weight be placed on this in the evaluation?

A50: See sections 1.20, 1.21, and 3.2.6 of the RFP.

Q51: Section 1.15 Confidential Information states that materials in proposals are subject to the Access to Public Records Act (APRA), that the entire RFP file may be viewed and copied, and that respondents claiming statutory exception to APRA must specify which statutory exception of APRA applies. In reviewing the APRA, there does not appear to be a section for business confidential information, for example, Company Financials.

A51: Place materials deemed confidential on separate CDs and mark them as such.

Q52: Does the APRA address business confidential information?

A52: See A51.

Q53: What is the size of initial data load and how many different data sources are to be loaded?

A53: 3GB and 2 data sources with Oracle schemas.

Q54: The state is open for setting up the infrastructure or hosting the application?

A54: We will entertain both options.

Q55: As part of redundancy, is the DR solution expected as part of the solution in final proposal

A55: If it is a hosted solution yes.

Q56: Clause "2.4.26" Is it possible for the state to share the list of standard reports and data capture forms that is to be developed?

A56: No.

Q57: Clause "2.4.31 "Could you please detail the "Data conversion services"

A57: See response to Q10.

Q58:"2.4.39 OELD users must have the ability to merge duplicate applicant data" - Pls clarify if the user will eyeball the duplicate records and then merge.

A58: A matching algorithm will need to be created for matching duplicate records.

Q59: What would be the volume of incremental data?

A59: We estimate the volume in incremental data will grow 25% each year.

Q60: Our understanding is there will be a peak of 6100 transaction per month and this load would be distributed over a period of month for 24 users. What are the expected external concurrent users on the system?

A60: We currently don't track this metric.

Q61: Is data quality part of the scope for migrating historical data on to the new system?

A61: Yes.

Q62: Pls detail on the features expected from software to conform on Assistive Technology 11. Kindly list the interfaces between the new system and other systems?

A62: See response to Q5.

Q63: Please provide a list of any teacher licensing systems, solutions or commercial-off-the-shelf (COTS) software products that have previously been reviewed by the DOE or demonstrated to the DOE. Along with the name of the product(s), please include the name(s) of the company(s) that either demonstrated or developed the products that were reviewed.

A63: CAVAU and Hupp Technologies.

Q64: During the pre-proposal conference on May 28, 2010, DOE staff stated that this system would be a replacement for two existing systems. Please provide any existing documentation for these systems including, but not limited to, design documents, operational documents, training or user documents, and any other technical documentation.

A64: No documentation provided at this time.

Q65: Please provide details on what data is currently maintained in the systems including counts by table and the table structures that would be needed for data migration. Also, please provide sample data files.

A65: See response to Q19. No sample data.

Q66: When replacing a mission-critical computer system, it is our experience that existing business processes need to be evaluated or reconsidered in light of the capabilities of the new computer system. Has the DOE anticipated business process analysis as part of the project? If so, please describe the business process analysis efforts DOE has already undertaken or describe the plans or planned activities DOE is anticipating performing. Please describe the anticipated role of the system vendor in any business process analysis efforts. If not, please describe your plans for refining your business processes to take advantage of new system capabilities.

A66: As we have evaluated the current system we have already identified areas of improvement. We anticipate as the new application is put into place there will be process analysis needed as a result of the new technology that will be available with the application. This analysis could be done by IDOE alone or with the working alongside the vendor.

Q67: Please identify all types of users who will need access to the system. Please include counts by type of user and describe the access-level and functionality that each type of user will require to perform their job duties using the new system.

A67: There are approximately 24 internal users performing various functions, for instance: data entry, fee receipt, material review, evaluation, coding credential and sending to print queue, printing, uploading Praxis scores, flagging for legal review, clearing legal review, tracking license history. Multiple users need access to perform multiple functions; some functions may have supervisor access only.

Q68: Please provide process flows for the functionality required in the system

A68: Here is a brief description of the process flow

Step 1: Online application is received – if paper application, then data entry is completed or, the future, application is scanned into the system

Step 2: Fee is submitted and entered into system

Step 3: Clear Criminal History

Step 4: Materials review

Step 5: Evaluation

Step 6: Letter to Educator

Step 7: Corrections

Step 8: License created and sent to educator

Q69: Please provide a copy of each report or document that the state currently generates to operate the teacher licensing program.

A69: Many reports can be generated depending on query parameters. All fields need to be available for reports. No copies provided at this time.

Q70: Is it expected that all of the historical licensing information will be migrated/imported from the current systems (PCATS and TOLS)?

A70: Yes.

Q71: Will the system need to support both paper based and electronic based processes? Will the majority of applications be handled electronically with paper based as more of the exception or vice versa?

A71: Yes, both electronic applications and paper-based applications must be supported. Over time we anticipate more applications will be electronic, but 100% electronic submission is unlikely.

Q72: 2.4.34 requires that the system allow for storage of applicant data and electronic materials, which are linked to each applicant. Does IDOE intend to have scanners(s) in OELD for scanning and indexing all paper documentation related to an applicant such that all scanned items are attached directly to an applicant's record and is entirely paperless? Or is a hybrid approach planned where documents may be converted to PDF and manually attached to an applicant's record?

A72: Hybrid approach is currently used, but we want both options available.

Q73: 2.4.55 requires the system to be able to interface with IDOE's online payment application. Will IDOE's current online payment application handle processing of all transaction fees associated with licensing such that there are no alternate payment types or processing that need to integrated?

A73: No, see response to Q 11. IDOE will still need to receive manual payments.

Q74: Will IDOE's current online payment application handle the export of all general ledger records that need to be shared with the State Auditor or other authority?

A74: No currently the system does not export.

Q75: Will the system need to support creation of electronic copies of licenses, paper base or both? If paper based licenses are required, will printing requests be sent directly to IDOE print services or outsourced to a 3rd party through integration

A75: System needs to support paper based licenses and electronic copies of licenses. DOE will do the printing.

Q76: 2.4.43 mentions a criminal history review step. Will the new system continue to leverage the limited criminal history check, or will use another such as the FBI fingerprint based criminal history check

A76: The new system will continue to leverage the limited criminal history check.

Q77: Will the system need to also support out-of-state applicants through an electronic application process, or is that intended to remain manual?

A77: DOE wants out of state applicants to be able to apply electronically.

Q78: Will teacher histories be required to be available online to individuals or districts?

A78: Yes.

Q79: 2.4.53 mentions the need to import information from NASDTEC. Can IDOE please clarify what data will be imported from NASDTEC? Will there be automated data reports such as Praxis exam scores that are required to be imported? If so, how many are anticipated and what are they?

A79: See response to Q13.

Q80: 2.4.29 requires tracking of Professional Development Activities entered by the recipient. Is this intended to be an informal entry by the recipient, or will it be tied to any sort of formal CPE credit and tracking that requires IDOE approval?

A80: The system should accommodate an informal entry by the applicant for PD record keeping, but at the time of renewal the building administrator or an IDOE user must be able to log in, view the recorded PD, verifies the recorded PD, and indicate electronically that the applicant is eligible for license renewal.

Q81: 2.4.42 requires the ability to view a list of applicants at each step in the process. It is also required for workload management that authorized users be able to reassign the current owner of an application in a particular step?

A81: Yes.

Q82: 2.4.46 requires all automatic communication sent to applicant be tracked. We would like to verify that by "automatic" this pertains specifically to email generated and sent by the system. We are assuming "automatic" does not include OELD personnel going in to their own email and send an email outside of the system.

A82: Email generated automatically and sent to applicants must be captured /tracked in an applicant's record, but internal IDOE users need to be able to attach customized/personalized emails to individual records, also.

Q83:2.4.47 states that IDOE must be able to create, modify or delete validation rules. Is it acceptable that these changes could be made through IDOE modification of the source code, or is it intended to be through configuration with something like a rules engine?

A83: Both options would be considered.

Q84: In section 2.5, Cost Proposal, the RFP states: "The baseline for this RFP is $ 800,000, representing an all- inclusive two-year cost for the initial contract term. This is to include implementation, two years of maintenance/support any development and any license fee, etc: If the baseline includes implementation and (subsequent to implementation) two years of support then doesn't that contradict the initial portion of the statement which indicates that this is a two-year cost? Is it IDOE's intent that the fixed bid should cover implementation plus two years of maintenance support, realizing that the total time period would vary by vendor response based upon the proposed duration for the implementation?

A84: Implementation, two years of maintenance/support, and all other items identified.

Q85: In section 3.2.3, Price, the RFP indicates "Respondents who propose a 10% decrease to the State's current baseline cost will receive all of the available cost points". In section 2.5, Cost Proposal, the RFP indicates that the baseline is $ 800,000. Therefore, is it correct that any vendor proposing a price of $720,000. (i.e. $ 800,000 less the 10% of $800,000) or less will receive all 20 available cost points, with the one exception that the outright lowest bidder would receive an additional 5 points?

A85: Correct.

Q86: In the Summary of Evaluation Criteria section (page 22 of 24), the RFP indicates that the meeting of Mandatory Requirements is pass/fail. However, the Mandatory Requirements that must be met are not explicitly indicated in the RFP (or least they are not titled or labeled as such). Are we to assume that all requirements listed are considered mandatory?

A86: All requirements are mandatory.

Q87: What is the current size of the database and what has been the rate of growth over the past several years?

A87: 3 GB. 10% growth.

Q88: How do they envision training working, taking into consideration DOE employees onsite and offsite at institutions (i.e. colleges, universities, etc.). Is this hands-on training or webinar based, etc.?

A88: Training for IDOE internal users must be onsite. Users at the higher ed institutions can be trained by webinar. A training module or video for applicants to review online prior to application would be desirable.

Q89: Please provide a brief description of the current process for paper and online license applications.

A89: See response to Q68.

Q90: Is there an expectation that the Universities will be able to interface with the system to provide transcripts or transcript verification?

A90: Yes.

Q91: What is the size of the data that will need to be converted from existing systems?

A91: 3GB.

Q92: What are the existing systems? What development language was used by the software engineers of the existing systems? What are the existing databases?

A92: Utilizing Java and Oracle.

Q93: What forms of payment will be accepted for license applications? Will you allow for checks?

A93: See response to Q11.

Q94: How many types of licenses does the DOE administer and what are the names of the licenses?

A94: See response to Q41.

Q95: What is the timeline for the RFP process after the submission of proposals?

A95: TBD

Q96: Re: 2.4.3: Is a solution developed in Java acceptable to the State?

A96: We would review the proposed solution.

Q97: Re: 2.5: What is included in the budget of $800,000. Does it include hardware and system software, database license and COTS licenses?

A97: $800,000 is the total cost of the project including the hardware, software and licenses.

Q98: 2.4.6: Will the State procure the required hardware and system software and database?

A98: If the proposal does not have a hosted solution the state would procure the required hardware and database.

Q99: 2.4.29: Please expand on the business rules and use cases for Professional Development Activities. Is it post-licensure or pre-licensure? Is it essentially a continuing education program requirement for a certain number of hours? Is it self-reported? How is it reported? Is it a requirement for renewal of licensure?

A99: The professional development activities are required after the first proficient practitioner (or its equivalent under prior rules) license is issued. The PD is continuing education and is one of the options available for license renewal. It is self- recorded/reported but must be verified by either the educator's superior (e.g. building administrator) or by an IDOE user prior to license renewal.

Q100: 2.4.23: Does the system or some external process assign the SPN? Is this just a sequential number or is there some structure to the SPN?

A100: External process assigns the SPN. It is a structured number.

Q101: 2.4.49: Page 16 of the RFP indicates a staff of 24 users. Who are the School Corporation and Licensing Advisor users? Are they included in the 24 IDOE users? How many other users are in these groups? What are the expected roles of the School Corporation and Licensing Advisor users?

A101: Licensing advisors at the higher ed institutions and users at the school building level are not included in our staff of approximately 24. There are currently 44 higher ed institutions, each with a licensing advisor. There are 292 school corporations with multiple school buildings in each corporation. Exact number of individual buildings is likely between 1000 and 1500. A Licensing advisor approves the issuance of initial licenses, renewals, and professionalization of licenses for license holders that complete teacher ed coursework at the advisor's institution. Building administrators verify PD completed for license renewal by teachers in the administrator's building.

Q102: 3.2: 6 By "Commitment %" do you mean the % of contract value attributed to MBE and WBE?

A102: Yes.

Q103: 3.2.3: The cost evaluation method is inconsistent with standard industry standards for state procurements. Would the State consider a more conventional scoring formula method that ranks vendors in proportion to the lowest compliant vendor's cost?

A103: No. Cost scoring is policy per IDOA Commissioner.

Q104: 3.2.3: What is the State's current baseline cost? This is critical to our bid strategy given the cost evaluation method.

A104: Provided in section 2.5 of the RFP.

Q105: 3.2.3: Please provide examples of how points would be awarded "at the same rate as the bid increasing/lowering cost".

A105: Costs lowering the baseline by 1% will receive 1% of the available cost category points. Etc.

Q106: If no subcontractors are required to deliver the project, are MBE and WBE participation still required?

A106: MWBE participation goals are standard for this RFP.

Q107: How many individuals hold licenses that are tracked in this system?

A107: License holders under the earliest sets of licensing rules may not be captured in the current system unless they have completed an action on their licenses since approximately 1990; however, thousands of those earlier files have been digitally imaged and those records, currently kept on a dedicated drive, should also be migrated if at all possible. The goal is to have all educator records on one system. That said, we are talking an estimated cumulative total of more than 300,000 individual educators with records—many with multiple licenses.

Q108: How many different types of licenses are there?
      a.   Is there a list of all the license types?

A108: See response to Q4.1

Q109: How big is the database?
      a.   How many records does the database contain?
      b.   Will there be multiple records per individual that will need to be merged

   A109:

      (a) Applicant (Teacher) table ~405,000 records

      License applications table ~245,000 records

      License table ~856,000 records

      License detail table ~1,060,000 records

      (b) Yes there are multiple records per individual to be merged into the new solution

Q110: What vendor (if any) is currently being used for online payments?

A110: Indiana Interactive.